snom VoIP phones

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snom UC edition

and the snom 720

User Guide

Using the snom 720 with snom UC edition

TABLE OF CONTENTS

Copyright, Trademarks, GPL, Legal Disclaimers 5

Using the phone with snom UC Edition 6

Brief introduction to input modes and navigation 6

Entering numerals, letters, special characters, and symbols 6

Logon 7

Using extension number and PIN 7

Using SIP URI, domain\username, and password 7

Logoff 8

Getting to know your phone 9

Display layout 9

Context-sensitive function keys 9

Function keys 10

Call indicator 11

Message key 11

Rebooting the phone 11

Changing your Presence status 12

Configuring presence and speed dial keys 13

Presence keys 13

Using Presence function keys 13

Configuring Presence function keys for Contacts 13

Speed dial keys 14

Using speed dial keys 14

Configuring speed dial keys 14

Boss/admin function 15

Configuring the boss/admin function 15

Boss 15

Selecting the admin/delegate 15

Putting your delegate on a function key 18

Admin/delegate 19

Using the boss/admin function 20

Boss 20

Admin/delegate 20

One-touch reactivation of boss/admin function 22

Required setting 22

Turning on call forwarding 22

Reactivating simultaneous ringing of boss/admin phones 25

Calling Contacts and Address Book entries 26
Looking up Contacts 26
Address Book Search (ABS) 27
Transferring calls 28
What are the different transfer procedures? 28
Attended transfer 28
Unattended (blind) transfer 28
Safe unattended/blind transfer 28
Transfer cheat sheet 29
Attended transfer 30
Transferring calls to manually dialed numbers - attended 30
Transferring calls to Presence keys - attended 31
Transferring calls to speed dial numbers - attended 32
Transferring calls to Contacts - attended 33
Transferring calls to Directory lookup - attended 34
Unattended transfer 35
Transferring calls to manually dialed numbers - unattended 35
Transferring calls to Presence keys - unattended 36
Transferring calls to speed dial numbers - unattended 37
Transferring calls to Contacts - unattended 38
Transferring calls to Directory lookup - unattended 39
Safe transfer 40
Transferring calls to manually dialed numbers safely 40
Transferring calls to Presence keys safely 41
Transferring calls to speed dial numbers safely 42
Transferring calls to Contacts safely 43
Transferring calls to Directory lookups safely 44
Transferring calls directly to Voicemail 45
Parking calls and retrieving parked calls 46
Parking calls 46
Retrieving calls 46
Unretrieved calls ringing back 47
Call history 48
Looking up missed, received, and dialed calls 48
Looking up parked calls 49
Hold 50
One call on hold 50
Holding multiple calls 50

Conference - local conference on phone 52
Initiating a conference 52
Conference screen navigation 52
Speaking to one participant in private 52
Putting one participant on hold 53
Dropping a participant 53
Adding a participant 53
Putting the conference on hold 53
Terminating the conference 53
Call forwarding 54
Turning call forwarding on 54
Turning call forwarding off 54
Settings menu 55

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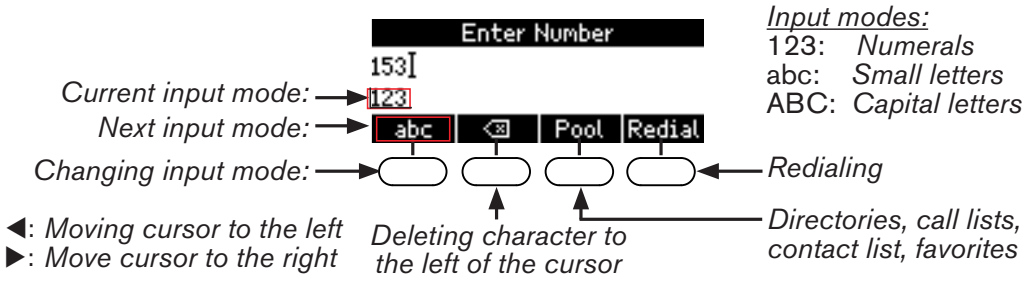
Using the phone with snom UC Edition

This guide describes the use of phones running snom UC Edition firmware version 8.8.2.12 with Microsoft Lync™. As long as the phone is connected to your network and the Lync server, it will use the data in your Lync account, even when your computer is turned off or when you are not signed in to Lync on your PC.

For more information on setting up and connecting the hardware and for any other information not covered in this User Guide for UC Edition, please refer to the snom 720 User Manual which you can download from snom's web page at www.snom.com.

Brief introduction to input modes and navigation



The current input mode is indicated in the information line. Press the left function key underneath the display to switch to the input mode indicated by the symbol directly above it in the function key line.

Text in Information Line = current input mode	Press function key to switch to input mode indicated by symbol in Function Key Line
123	abc
abc	ABC
ABC	123

Entering numerals, letters, special characters, and symbols

When entering letters and special characters, pause briefly after each character until the cursor has moved forward so that you won't write over the last character you entered. Pausing is not necessary when entering numerals.

For more information, please refer to the snom 720 User Manual.

Logon

The data you need to log on depends on the setup of your network and on the Lync server. After connecting the phone to your network, you will see a screen like the following:

Using extension number and PIN

In the default configuration, the required login data is the extension number and the PIN.

1. Enter the extension number and press ✓.

2. Enter the PIN and press ✓.

3. If this login is successful, the phone will switch to the "signing in" screen and then show the idle screen with your Lync account.

4. If the login is unsuccessful, either because of a typo or because the network will not accept the data, the phone will start over at the prompt to press any key and then repeat the prompts for entering the extension and the PIN.

Using SIP URI, domain\username, and password

If the required data for the logon is SIP URI, domain\username, and password, you can switch to this logon method by pressing ×.

Entering special characters in letter mode:

- Press 1 once to enter the period ".".
- Press 1 three times to enter "@".
- Press 1 twelve times to enter the backslash "\".
- Use ⌫ to delete the character to the left of the prompt; use ◀ / ▶ to move the cursor to the left/right.

1. Enter the SIP URI and press ✓. The format is "my.name@test.com".

2. Enter the domain\username and press ✓. The format is "test\my.name".

3. Enter the password and press ✓.

4. If this login was successful, the phone will switch to the "signing in" screen and then show the idle screen with your Lync account. If the login is unsuccessful, either because of a typo or because the network will not accept the data, the phone will show the "Welcome" screen again and prompt you to enter the extension number and the PIN.

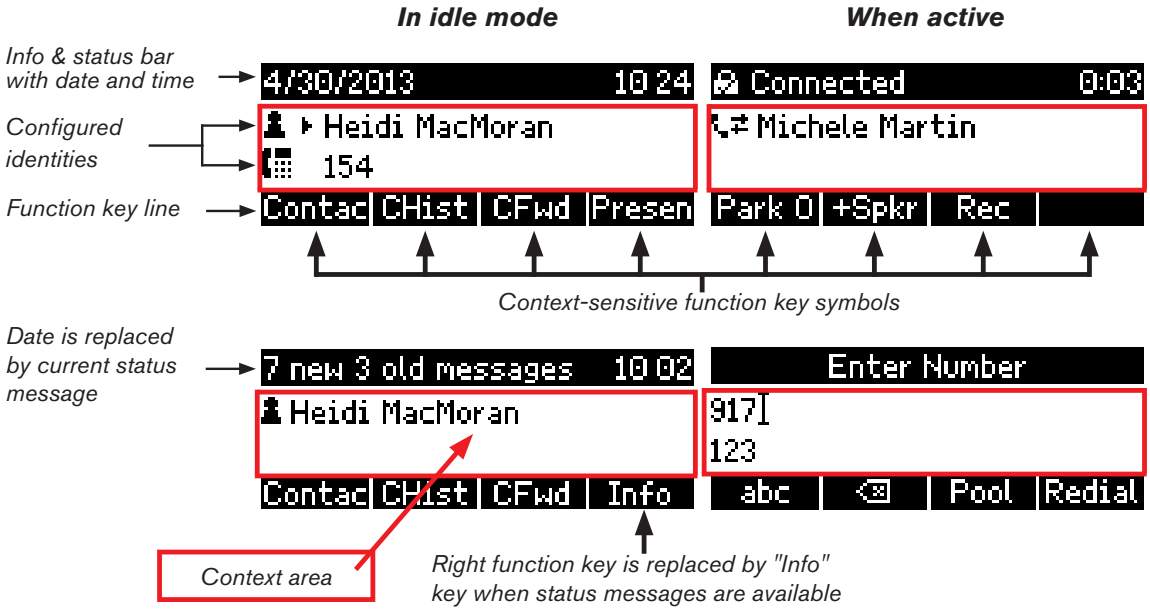
Logoff

1. Press ☰ to open the **Settings** menu.
2. Press 3 DEF to open the **Identity** menu.
3. Press 4 GHI to open **Logoff User** screen.

4. If there is more than one user logged in, use the top and bottom arrows ▲ / ▼ on the navigation key to select the one to be logged off.
5. Press ✓ to log off the user marked by the preceding arrow ▶. If you have changed your mind, press ✕ to exit without logging off.

Getting to know your phone

Display layout



Context-sensitive function keys

In the default configuration of the idle screen the four context-sensitive keys underneath the display have the following functions:

Contac Contacts list. For more information, see "Looking up Contacts" on page 26.

CHist Call lists (missed, received, dialed, and parked calls). For more information, see "Call history" on page 48.

CFwd noFwd Forwarding of all incoming calls (on/off). For more information, see "Call forwarding" on page 54.

Presen Overriding system presence indication and manually setting your presence state. For more information, see "Changing your Presence status" on page 12.

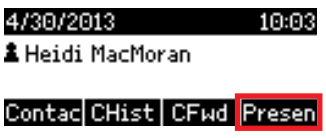


Fig. 1

Fig. 2

- When the phone has received new notifications, the presence icon in Fig. 1 is replaced by the status info icon Info (Fig. 2).
- To bring the presence icon back onscreen, press the function key underneath Info to open the status info screen.

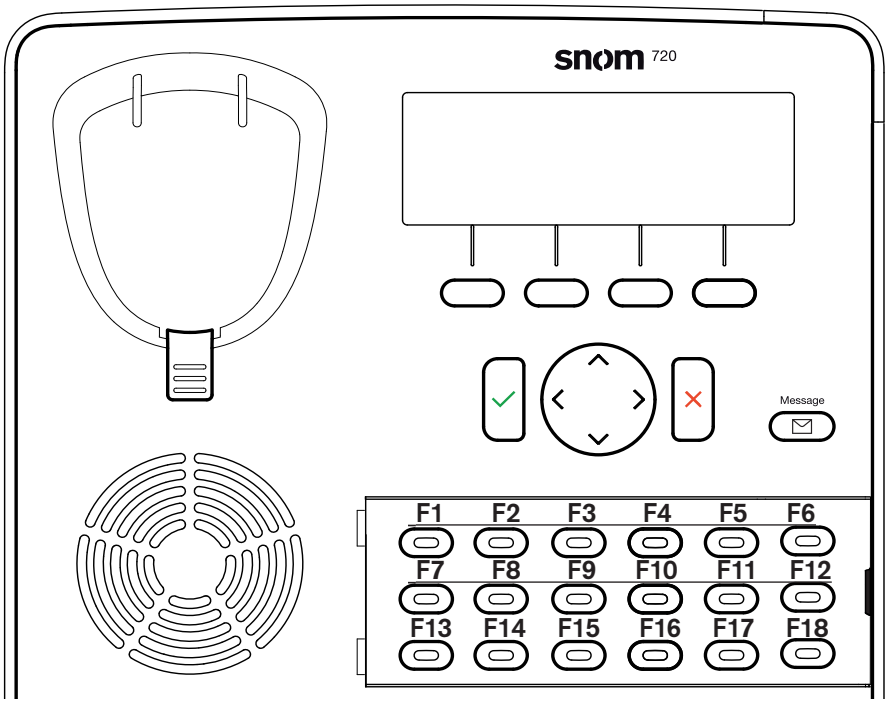
- Press Del to delete the selected item until the next reboot of the phone (Fig. 3 - 5, below).
- Removing the underlying cause of the notification, for example setting the admin password, will remove the notification for good.

Fig. 3

Fig. 4

Fig. 5

Function keys



In the UC Edition firmware, the default setting of all programmable function keys with LEDs is line. See "Settings menu" on page 58 for the list of functions that can be selected for each key. The above diagram shows the location of the keys on the phone; the numbers F1 to F18 correspond to the list of keys in the phone's **Preferences** menu, submenu **Fkeys**, fkeys 1 - 18.

A template for labeling the function keys is available at http://wiki.snom.com/Snom720/Documentation. It can be filled in online; the size of the font is self-adjusting within each individual cell. For more information please refer to the snom 720 User Manual, Appendix 3.

Mapping presences on function keys: See "Presence keys" on page 13.
Mapping speed dial on function keys: See "Speed dial keys" on page 14.

Call indicator

The bright-red LEDs situated around the upper right corner of the phone indicate incoming, ongoing, held, and missed calls. The LEDs will do one of the following:

- Blink rapidly when a call is coming in.
- Glow steadily when dialling, when in a call, and when a call is on hold.
- Blink slowly when there was a missed call.
  - Viewing the particulars of the missed call:
    1. Press the function key underneath CHist to show the Call History screen. "Missed" calls is the top item of the list and highlighted.
    2. Press ✓ to view missed calls and simultaneously turn off the LED. For more information on call lists, see "Call history" on page 48.
  - Turning off the LEDs after a missed call without viewing the call history: Press ×.

Message key

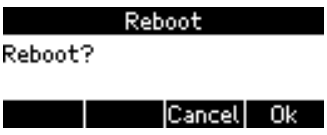
The symbol on the message key ✉ will show a bright red light when new messages are waiting to be retrieved. Press the key to retrieve messages.

For more information on the hardkeys, please refer to the snom 720 User Manual, chapter "Getting to know your phone".

Rebooting the phone

For some settings to take effect, you may to need to reboot the phone.

1. Press ☰ to open the **Settings** menu.
2. Press 4 GHI to open the **Maintenance** menu (press 5 JKL if your phone is running in administrator mode).
3. Press 3 DEF to open **Reboot?** screen, then ✓ to confirm and start rebooting.

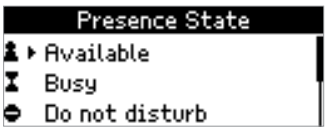


When the idle screen is back on the display, the reboot is complete.

Changing your Presence status

You can manually change the Presence status signaled by the system to one of your own choosing. For example, if you are scheduled to be in an online meeting, Lync will signal your Presence status as busy during that time. If you want to be available for incoming phone calls during that time, you can manually change your status to available.

1. Press Presen to open the Presence State screen. If the key has been replaced by Info, see "Context-sensitive function keys" on page 9 on how to make it visible.



2. Use ▲ / ▼ to select a state. The available options are:

   Available
   Busy
   Do not disturb
   Be right back
   Away
   Reset status

3. Press ✓ to change the Presence state signaled by your phone.
4. To revert to the system state, select "Reset Status" and press ✓.

Note: To turn Do not disturb (DND) on and off, you can also use the hardkey ⊖. DND does not affect calls from your admin/delegate, members of your Team Call, and contacts in your Friends and Family relationship group.

Presence status of your contacts

See "Presence keys" on page 13.

Configuring presence and speed dial keys

Presence keys

You can put the Presence function onto one of the function keys (see diagram on page 10) and associate that key to one of your contacts. When your contact is available, the LED of the key will signal the availability with a green light; when your contact is in a call or otherwise unavailable, the LED signals the unavailability with a red light.

- Presence status: Available
- Presence status: Unavailable (inactive, away, etc.)
- Presence status: Busy (in call, in a meeting, etc.)

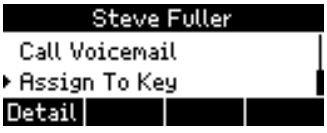
Using Presence function keys

You can call your contact by simply pressing the key twice, and you can use the key to transfer calls to your contact (see "Transferring calls to Presence keys - attended" on page 31, "Transferring calls to Presence keys - unattended" on page 36, and "Transferring calls to Presence keys safely" on page 41).

Configuring Presence function keys for Contacts

1. Press Contac and use ▲ / ▼ to select the Contact.

2. Press Detail.



3. Use ▲ / ▼ to scroll to **Assign to Key** and press ✓.

4. To select a key, just enter the respective number on the keypad. Alternatively, you can also use ▲ / ▼ to scroll to the key , then press ✓.

Speed dial keys

You can use the function keys for speed dialing numbers and contacts.

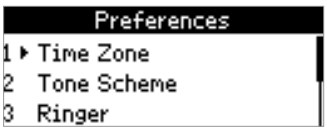
Using speed dial keys

You can call the number or your contact by simply pressing the assigned key, and you can use the key to transfer calls to the number or your contact (see "Transferring calls to speed dial numbers - attended" on page 32, "Transferring calls to speed dial numbers - unattended" on page 37, and "Transferring calls to speed dial numbers safely" on page 42).

Configuring speed dial keys

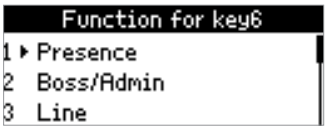
1. Press ☰ to open the **Settings** menu. For more information on the Settings menu and its submenus, see "Settings menu" on page 55.

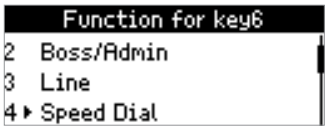
2. Press 1 to open the **Preferences** menu.



3. Press MNO 6 to open the **Fkey** list (list of function keys) (or use ▲ / ▼ to scroll to it, then press ✓).

4. To select a key, just enter the respective number on the keypad. Alternatively, you can also use ▲ / ▼ to scroll to the key , then press ✓.





5. Press GHI 4 to select Speed Dial from the **Function for key** menu (or use ▲ / ▼ to scroll to it, then press ✓).

Note: When entering phone numbers, type each phone number exactly the way it needs to be dialed, i.e., with any required prefixes (area code, country code, operator/auto attendant, etc.) and without spaces or punctuation marks between the digits.

6. Enter the extension number, the phone number, or the SIP URI and press ✓.

Boss/admin function

The boss/admin function, which is also called boss/delegate or boss/secretary function, means that the "boss" phone and a second "admin" or "delegate" phone ring simultaneously so that the admin/delegate can pick up and screen calls ringing on the boss phone. The admin/delegate can also make calls on behalf of the boss's phone.

The snom UC Edition offers an added feature to the boss/admin function: When simultaneous ringing of the admin/delegate phone is replaced by forwarding calls (for example, to the boss's home phone number), the function is not removed from the settings but can be turned on again with one keystroke on the phone or one click in your Lync account.

Configuring the boss/admin function

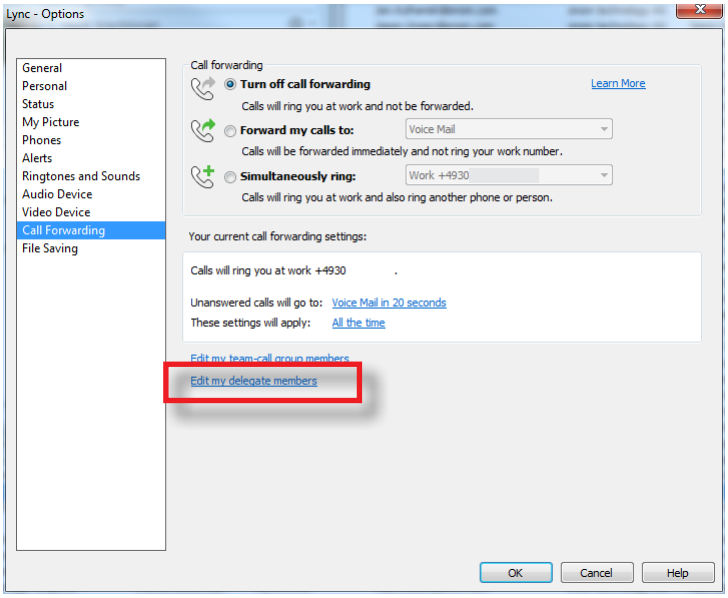
The boss/admin function requires configuration of the Lync clients and complementary settings on the boss's and the admin/delegate's phone.

Boss

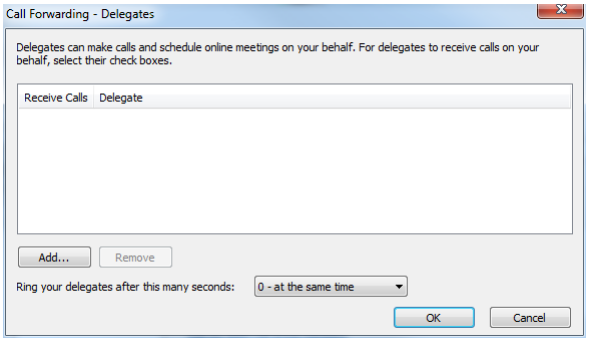
Selecting the admin/delegate

If you are the boss, you must first select the admin/delegate whose phone will ring simultaneously with yours and who will be able to accept your calls.

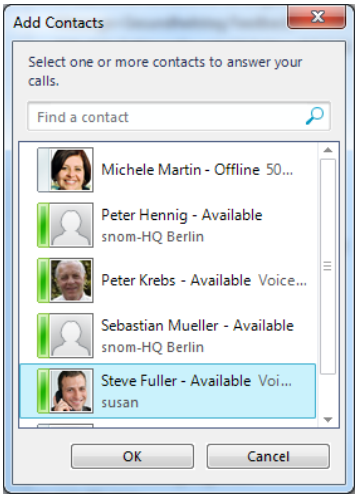
1. Click on **Options** in the **Tools** menu of your Lync client to open the Options window.
2. Click on **Call Forwarding** in the left sidebar.
3. In the **Call Forwarding** window, click on **Edit my delegate members**.



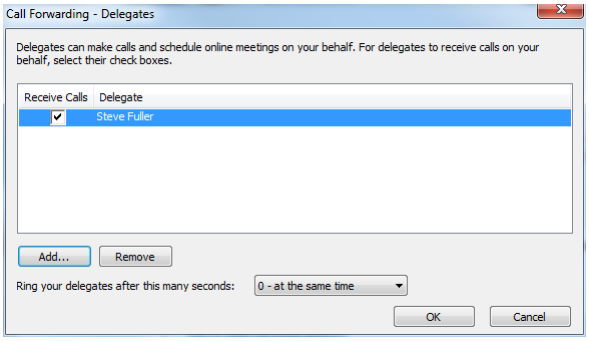
4. In the **Delegates** window, click on **Add**.


Call Forwarding - Delegates
Delegates can make calls and schedule online meetings on your behalf. For delegates to receive calls on your behalf, select their check boxes.
Receive Calls
Delegate
Add...
Remove
Ring your delegates after this many seconds:
0 - at the same time
OK
Cancel

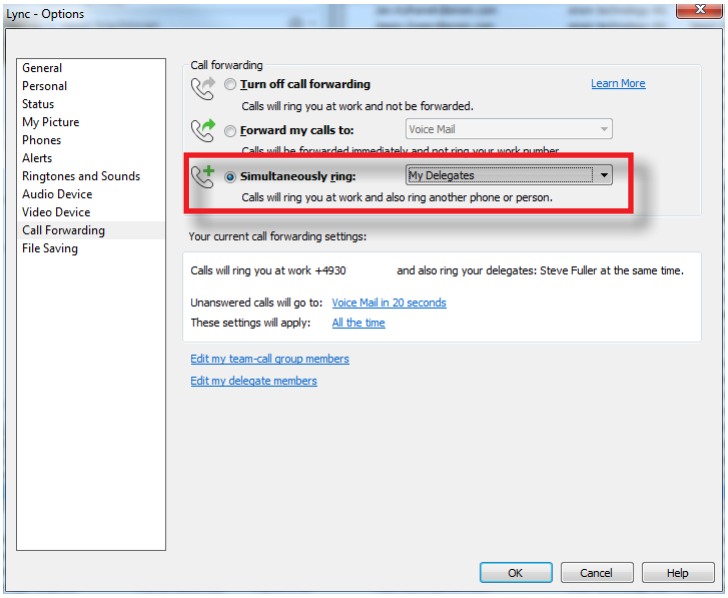
5. In the **Add contact** window, click on the contact you want to add as your delegate, then click **OK**.



6. The **Delegates** window opens again. The contact has been added to your delegate list. Since you want your delegate's phone to ring simultaneously with yours, do not change the seconds setting. Click **OK**.


Call Forwarding - Delegates
Delegates can make calls and schedule online meetings on your behalf. For delegates to receive calls on your behalf, select their check boxes.
Receive Calls
Delegate
Steve Fuller
Add...
Remove
Ring your delegates after this many seconds:
0 - at the same time
OK
Cancel

7. In the **Call Forwarding** window, click on **Simultaneously ring** and select **My delegates** from the drop-down list.



8. Click **OK.** Your admin (delegate) has been added to your Lync Client (Fig. 1), while you have been added to your admin's (delegate's) group "People I manage calls for" (Fig. 2).

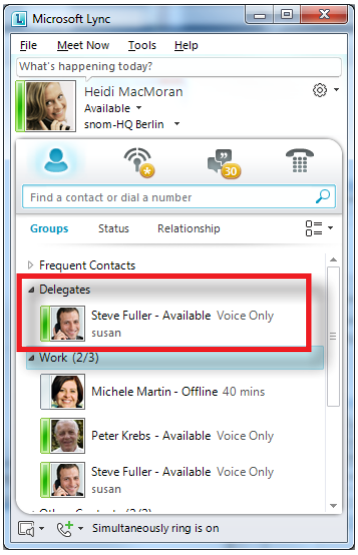


Fig. 1

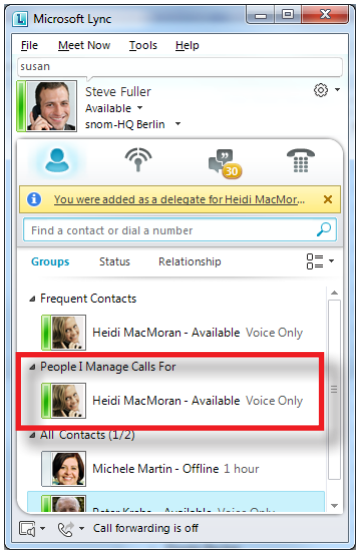


Fig. 2

Both phones will now ring simultaneously when the boss's phone is called, and the incoming call can be accepted on both phones.

Putting your delegate on a function key

1. Press Contac. The **Delegates** screen (Fig. 1) will appear (if not, press ◀ / ▶ to scroll to it).

Fig. 1

Fig. 2

2. Press ▼ to scroll down to key assignment (Fig. 2, above) and press ✓ to open the **Fkeys** screen (Fig. 3, below).

Fig. 3

3. Select a key. For keys 1 to 9 just press the number key on the keypad; for keys 10 to 18 use ▲ / ▼ to scroll to the key, then press ✓.

4. You may need to reboot your phone for the setting to take effect.

You can now view your admin's call status by pressing the key once (Fig. 4), and you can call your admin by pressing the key a second time.

Fig. 4

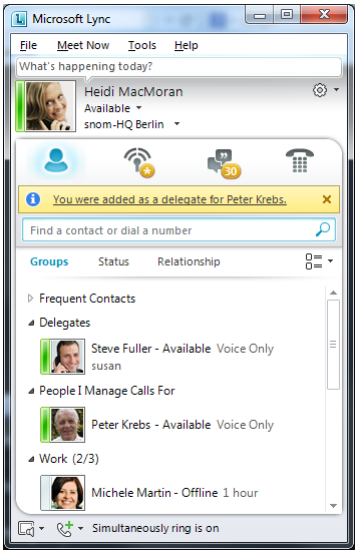
Note: When you look at the configurations of the Fkeys (Settings menu > Preferences > Fkeys), the entry "boss/admin" without being followed by a name indicates that this is your admin (Fig. 5). The entry "boss/admin" followed by a name indicates that this is your boss (Fig. 6).

Fig. 5

Fig. 6

Admin/delegate

If you are the admin/delegate, you will be notified that you were added as a delegate for the boss's phone. The boss is automatically added to the group People I Manage Calls For, both in your Lync client and on your phone.



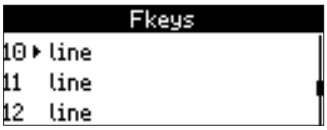
To be able to view the boss's contact card and call status and make calls on behalf of the boss's phone, you need to put the function onto one of the function keys with LEDs.

1. Press Contac and use ◀ / ▶ to scroll to the screen "People I manage calls for".

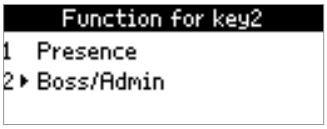
2. Press Detail.

3. Use ▼ to select "Assign to key" and press ✓.

4. Select a key and press ✓. For keys 1 to 9 you can use the number keys on the keypad; use ▲ / ▼ to scroll to keys 10 to 18.



5. Select "boss/admin" and press .



6. You may need to reboot your phone for the setting to take effect.

You can now view the boss's contact card and call status and make calls on behalf of the boss's phone by pressing the key. When the boss has activated the function, your display and your call LED will signal incoming calls for the boss phone.

Note: When you look at the configurations of the Fkeys (Settings menu > Preferences > Fkeys), the entry "boss/admin" without being followed by a name indicates that this is your admin. The entry "boss/admin" followed by a name indicates that this is your boss.

Using the boss/admin function

Boss

The red LED on the boss/admin key will glow or blink to indicate one of the following:

- Blinking indicates a call on hold. Press the key twice to connect to the held call.
- The steadily glowing LED indicates that your admin has accepted or is making a call on your behalf.

Note: If you turn on Do not disturb (DND), incoming calls will ring on your admin's phone. DND **does not affect** calls from your admin/delegate, members of your Team Call, and contacts in your Friends and Family relationship group. They will ring on both phones even when DND is on.

Admin/delegate

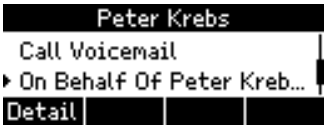
The red LED on the boss/admin key will glow or blink to indicate one of the following:

- The steadily glowing LED indicates that your boss is in a call.
- Blinking indicates a call on hold. Press the key twice to connect to the held call.

Using the boss/admin function key

- Viewing the boss's call status: Press the key.

- Using the key to make calls on behalf of your boss:
  1. Press the key and scroll to **Call on behalf of** ...



  2. Press .
  3. Dial the number.

- Calling the boss's default number: Double-press the key.

  - Pressing the key once will open the boss's contact card; press it again to start dialing the default number in **Call Contact**.
  - If you want to leave a message on the boss's voicemail, press ▼ to scroll down it and press .

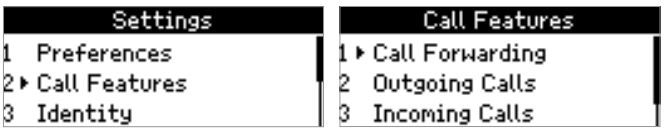
One-touch reactivation of boss/admin function

When the boss turns on call forwarding (for example, to forward all incoming calls to the boss's cell phone or home phone number), the boss/admin function, i.e., the simultaneous ringing of the admin/ delegate's phone, is temporarily suspended. It can be reactivated by one keystroke on the boss's phone or one click in the boss's Lync window.

This feature requires an additional setting on the boss's phone.

Required setting

1. Press ☰ to open the **Settings** menu.
2. Press 2 to open **Call Features**.



3. Press 4 to open **Always Delegate Forward**.

4. Use ◀ / ▶ to select **Always Simultaneously ring**.

5. Press ✓ to confirm the setting and return to the previous screen.

6. In order for this setting to take effect, both phones (boss and admin) may need to be rebooted.

Turning on call forwarding

This can be done on the phone or on your PC.

On the phone

1. Press CFwd and select a forwarding number or enter a new number (for more information, see "Call forwarding" on page 54 for more information).

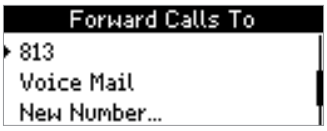


Fig. 1

2. Press ✓. The display now shows the call forwarding symbol and the phone number all incoming calls will be forwarded to; the Lync window (see Fig. 5, below) now shows that call forwarding is on.

Fig. 2

On the PC

1. Click on .

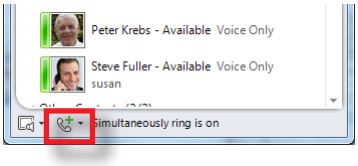


Fig. 3

2. Click on **Forward Calls to**, then on the phone number (see Fig. 4, below).

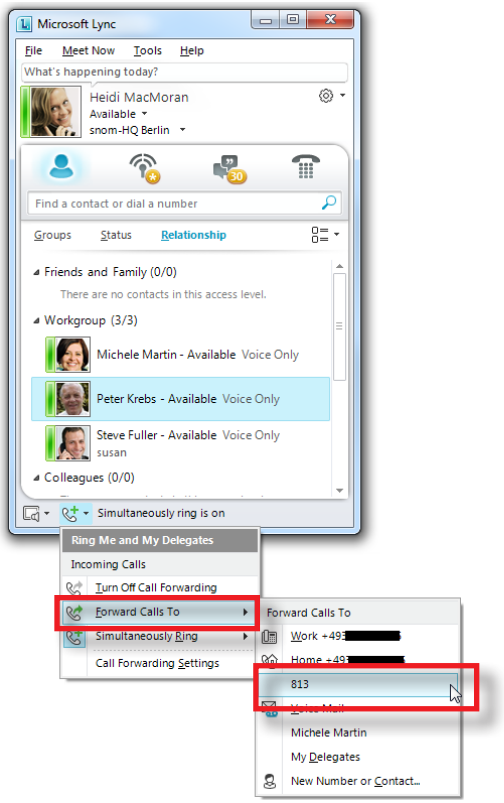


Fig. 4

In either case, all incoming calls will now be forwarded to the selected number; they will not ring on your phone or on your admin's phone. Your phone's display (Fig. 2, above) and Lync (Fig. 5, below) will both indicate this status.

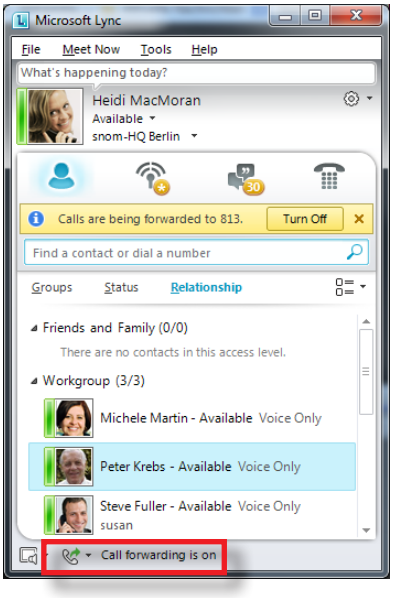


Fig. 5

Reactivating simultaneous ringing of boss/admin phones

Press noFwd on the phone (Fig. 2 on page 23) or click **Turn off** in your Lync client (Fig. 5, above) to turn off call forwarding and to reactivate the boss/admin function with incoming calls to the boss's phone simultaneously ringing on the boss's and the admin's phone.

If you check your Lync window, you will see that it has returned to **Simultaneously ring**ing of **My delegates** (Fig. 6, below).

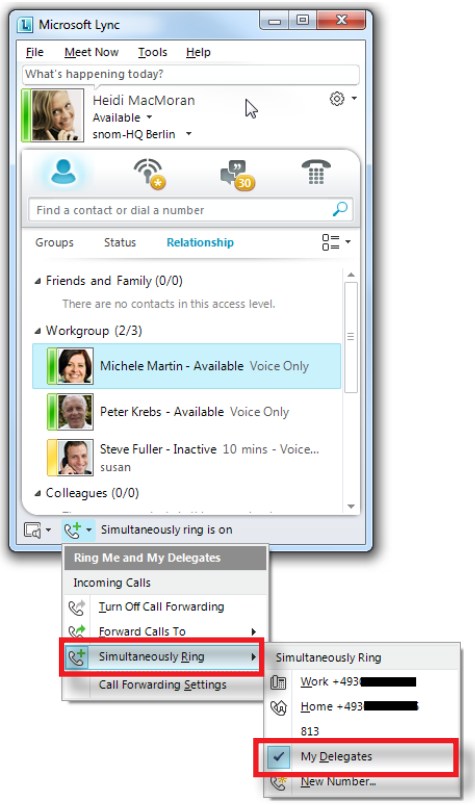


Fig. 6

Calling Contacts and Address Book entries

You can dial your personal contacts from your Lync contact list or search the corporate address book via ABS.

Looking up Contacts

You can view the contacts from your Lync client in one comprehensive list of all **Contacts** (Fig. 1, below) ad well as sorted into the groups defined in your Lync client, like Work, People I Manage Calls For, Delegates (Fig. 2 - 4, below), Pinned Contacts, My new Folks, etc.

Fig. 1

Fig. 2

Fig. 3

Fig. 4

Fig. 5

Fig. 6

1. Press Contac to open your Contacts list (Fig. 1, above) or the last contact group that you opened since the last reboot of the phone.
2. Use ◀ / ▶ to scroll through the various groups and back to the Contacts list (Fig. 1 - 4, above).

   Note: If a list contains a nested group, select and open it and continue as described in paragraph 3.

3. Use ▲ / ▼ to select a name from active screen, for example, from the group "Work" (Fig. 2, above).
   - Press Detail to show the selected contact's details (Fig. 5, above).
   - Use ▲ / ▼ to select a phone number or connection type from the list (Fig. 6, above) and press ✓ or or to call, depending on whether you want to use handset, speakerphone, or a headset for the call.

Address Book Search (ABS)

1. Press . Enter the name of the person you want to look up.
   - **Please note:** You can switch to letter mode to enter the name, but you do not need to. If you want to look up "Steve", for example, entering "78383" in numeral mode will yield all names with combinations of the letters on keys 7 8 3 8 3.
   - Enter the characters in quick succession (Fig. 1, below). Once you have entered at least three characters, the search will start as soon as you pause (Fig. 2 and 3) and result in all names starting with the letters on the keys you have pressed (Fig. 4).
   - To narrow down the list of names presented to you on the display, enter more characters (Fig. 5).
   - Use ▲ / ▼ to scroll to the name you want (Fig. 6 and 7).
   - Press Detail to show the contact's details (Fig. 8).

Fig. 1

Fig. 2

Fig. 3

Fig. 4

Fig. 5

Fig. 6

Fig. 7

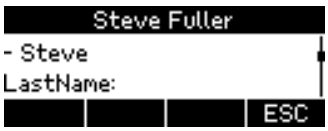


Fig. 8

2. When the name you are looking for is marked by the arrow ▶, press to show the available phone connections.

3. Use ▲ / ▼ to select a phone number or connection type from the list and press or or to call, depending on whether you want to use handset, speakerphone, or a headset for the call.

Transferring calls

Active calls as well as ringing calls can be transferred to a third party. With the snom UC Edition you have several options for transferring active calls and incoming ringing calls:

- Active calls:
  - Attended transfer
  - Unattended (blind) transfer
  - Safe unattended (blind) transfer
- Incoming ringing calls:
  - Unattended (blind) transfer
  - Direct transfer to your VoiceMail

Transfers can be made to:

- Numbers (extensions or external phone numbers) dialed manually on the keypad
- Presence keys
- Speed dial keys
- Contacts on your Contacts list
- Directory lookups
- Your Voicemail

What are the different transfer procedures?

Attended transfer

With attended transfer, the call is on hold while you first speak to the party you intend to transfer the call to. This way you can be sure that the third party is available and that the call is welcome before you initiate the call transfer.

Unattended (blind) transfer

With unattended or blind transfer, active and ringing calls are transferred to a third party without prior announcement of the call to the third party. They can be picked up by the third party or forwarded to the third party's voicemail or the active forwarding number. You will not be able to tell whether the call was picked up or sent to voicemail or forwarded; if none of these events occur, the call will be reconnected to your phone.

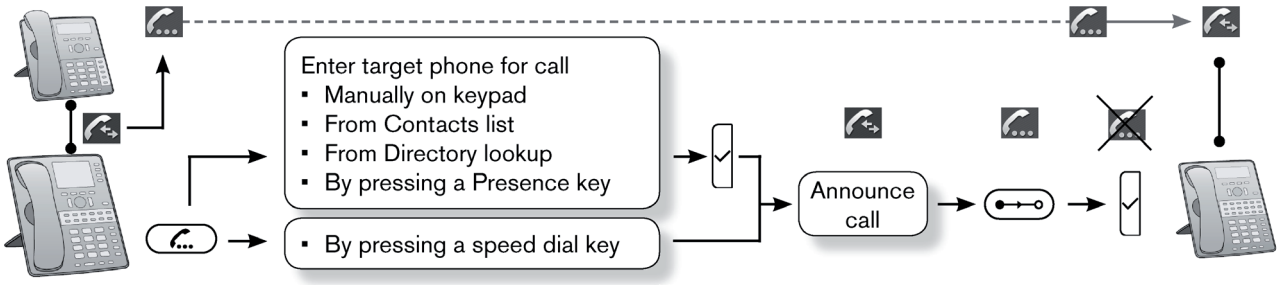
Safe unattended/blind transfer

With safe transfer, active calls are also transferred to a third party without prior announcement of the call to the third party. The calls can only be picked up by the third party; **they will not be forwarded to the third party's voicemail or forwarding number.** If the call is not picked up, it will be reconnected to your phone.

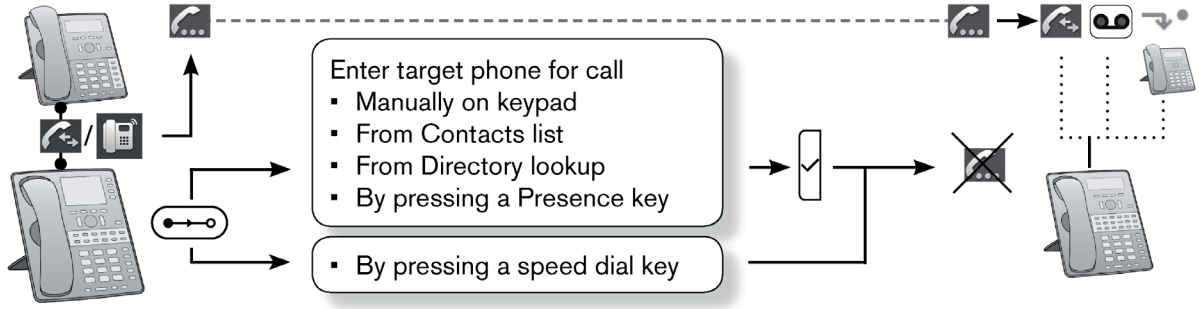
> **Note:** You need to decide whether you want to make an attended or unattended transfer **before** beginning the transfer procedure.

Transfer cheat sheet

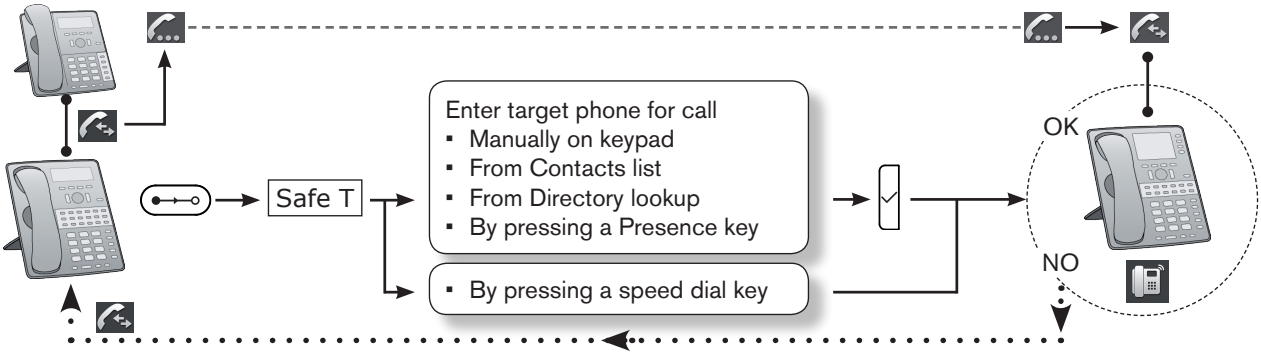
Attended transfer


Enter target phone for call
▪ Manually on keypad
▪ From Contacts list
▪ From Directory lookup
▪ By pressing a Presence key
▪ By pressing a speed dial key
Announce call

Unattended (blind) transfers


Enter target phone for call
▪ Manually on keypad
▪ From Contacts list
▪ From Directory lookup
▪ By pressing a Presence key
▪ By pressing a speed dial key

Safe unattended/blind transfer



Legend:

- Incoming call ringing
- Connected in a call
- Call on hold
- Forwarded to Voicemail
- Forwarded to call forwarding number

Attended transfer

Transferring calls to manually dialed numbers - attended

1. With the active call on the line, press . The active call is put on hold.

2. Enter the extension or other number on the keypad and press . The phone dials the number.

3. When the third party picks up your call, announce the call you want to transfer. If the third party wants to accept the call, press .

NOTE: If you have more than one call on hold and the call you want to transfer is not onscreen at this point, press or to scroll to it. The call to be transferred must be onscreen when you press .

4. When the transfer party is onscreen, press .

Transferring calls to Presence keys - attended

1. With the active call on the line, press . The active call is put on hold.

2. Press the Presence key . The Presence screen appears. "Call contact" is the default selection when the screen opens. If you want to call one of the other available numbers, use ▲ / ▼ to scroll to it.

3. Press . The phone dials the contact.

4. When your contact picks up your call, announce the call you want to transfer. If your contact wants to accept the call, press .

NOTE: If you have more than one call on hold and the call you want to transfer is not onscreen at this point, press or to scroll to it. The call to be transferred must be onscreen when you press .

5. When the transfer party is onscreen, press .

Transferring calls to speed dial numbers - attended

1. With the active call on the line, press . The active call is put on hold.

2. Press the speed dial key . The phone dials the number.

3. When the third party picks up your call, announce the call you want to transfer. If the third party wants to accept the call, press .

NOTE: If you have more than one call on hold and the call you want to transfer is not onscreen at this point, press or to scroll to it. The call to be transferred must be onscreen when you press .

4. When the transfer party is onscreen, press .

Transferring calls to Contacts - attended

1. With the active call on the line, press . The active call is put on hold.

2. Press Pool to open the Pool menu, then 6 to open your list of Contacts. Use ▲ / ▼ to scroll to the contact you want.

3. Press . Your phone will dial the contact.

4. When your contact picks up the call, announce the call you want to transfer. If your contact wants to accept the call, press .

NOTE: If you have more than one call on hold and the call you want to transfer is not on-screen at this point, press or to scroll to it. The call to be transferred must be on-screen when you press .

5. When the transfer party is onscreen, press .

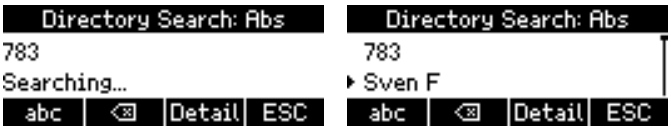
Transferring calls to Directory lookup - attended

1. With the active call on the line, press . The active call is put on hold.

2. Press to open the Directory search. Enter the name of the person you want to transfer the call to.

   Note: You do not need to switch to letter mode to enter the name. If you want to look up "Steve", for example, entering "78383" in numeral mode will yield all names with combinations of the letters on keys 7 8 3 8 3.

   Enter the characters in quick succession. Once you have entered at least three characters, the search will start as soon as you pause. To narrow down the list of names presented to you on the display, enter more characters. Use ▲ / ▼ to scroll to the name you want.



3. When the right name is highlighted, press .
4. When the callee picks up your call, announce the call you want to transfer. If the callee wants to accept the call, press .

   NOTE: If you have more than one call on hold and the call you want to transfer is not onscreen at this point, press or to scroll to it. The call to be transferred must be onscreen when you press .

5. When the transfer party is onscreen, press .

Unattended transfer

Transferring calls to manually dialed numbers - unattended

1. With a call ringing or an active call on the line, press . The active call is put on hold, and you will see the dial screen.

2. Enter the extension or other number on the keypad and press . While the phone is calling the number, you will either see the the hold screen (if you are transferring an active call) or a new missed call (if you are transferring a ringing call).

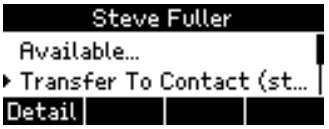
3. When the third party picks up the ringing call (or if the call is forwarded to the third party's VoiceMail or another phone number), you will see this message:

If the call is not picked up or forwarded, you will hear a double beep and see the error screen. Then the caller will be reconnected to your phone.

Transferring calls to Presence keys - unattended

1. With a call ringing or an active call on the line, press . The active call is put on hold, and you will see the dial screen.

2. Press the Presence key . The Presence screen appears. "Transfer to contact" is the default selection when the screen opens. If you want to call one of the other available numbers, use ▲ / ▼ to scroll to it.



3. Press . While the phone is calling the number, you will either see the the hold screen (if you are transferring an active call) or a new missed call (if you are transferring a ringing call).

4. When your contact picks up the ringing call (or if the call is forwarded to the third party's VoiceMail or another phone number), you will see the message at Fig. 1:

Fig. 1

Fig. 2

Fig. 3

If the call is not picked up or forwarded, you will hear a double beep and see the error screen (Fig. 2). Then the caller will be reconnected to your phone (Fig. 3).

Transferring calls to speed dial numbers - unattended

1. With a call ringing or an active call on the line, press . The active call is put on hold, and you will see the dial screen.

2. Press the speed dial key . While the phone is calling the number, you will either see the the hold screen (if you are transferring an active call) or a new missed call (if you are transferring a ringing call).

3. When the third party picks up the ringing call (or if the call is forwarded to the third party's VoiceMail or another phone number), you will see this message:

If the call is not picked up or forwarded, you will hear a double beep and see the error screen. Then the caller will be reconnected to your phone.

Transferring calls to Contacts - unattended

1. With a call ringing or an active call on the line, press . The active call is put on hold, and you will see the dial screen.

2. Press Pool to open the Pool menu, then 6 to open your list of Contacts. Use ▲ / ▼ to scroll to the contact you want.

3. Press . While the phone is calling the number, you will either see the the hold screen (if you are transferring an active call) or a new missed call (if you are transferring a ringing call).

4. When your contact picks up the ringing call (or if the call is forwarded to the third party's VoiceMail or another phone number), you will see this message:

If the call is not picked up or forwarded, you will hear a double beep and see the error screen. Then the caller will be reconnected to your phone.

Transferring calls to Directory lookup - unattended

1. With a call ringing or an active call on the line, press . The active call is put on hold, and you will see the dial screen.

2. Press to open Directory search. Enter the name of the person you want to transfer the call to.

   Note: You can switch to letter mode to enter the name, but you do not need to. If you want to look up "Steve", for example, entering "78383" in numeral mode will yield all names with combinations of the letters on keys 7 8 3 8 3.

   Enter the characters in quick succession. Once you have entered at least three characters, the search will start as soon as you pause. To narrow down the list of names presented to you on the display, enter more characters. Use ▲ / ▼ to scroll to the name you want.

3. When the right name is highlighted, press .

4. Press again if the highlighted connection is the one you want to dial; if not, use ▲ / ▼ to scroll to another number first. While the phone is calling the number, you will either see the the hold screen (if you are transferring an active call) or a new missed call (if you are transferring a ringing call).

5. When the callee picks up the ringing call (or if the call is forwarded to the callee's VoiceMail or another phone number), you will see this message:

   If the call is not picked up or forwarded, you will hear a double beep and see the error screen. The caller will then be reconnected to your phone.

Safe transfer

Transferring calls to manually dialed numbers safely

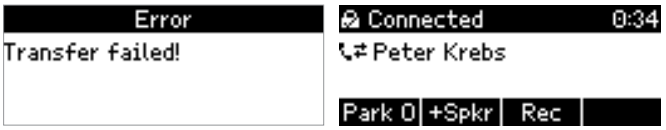
1. With an active call on the line, press . The call is put on hold, and you will see the dial screen.

2. Press Safe T.

3. Enter the extension or other number on the keypad and press . While the phone is calling the number, you will see the hold screen.

4. When the callee picks up the ringing call, you will see this message:

If the call is not picked up, you will hear a double beep and see the error screen. Then the caller will be reconnected to your phone.



Transferring calls to Presence keys safely

1. With an active call on the line, press . The call is put on hold, and you will see the dial screen.

2. Press Safe T and then the Presence key . The Presence screen appears. "Transfer to contact" is the default selection when the screen opens. If you want to call one of the other available numbers, use ▲ / ▼ to scroll to it.

3. Press . While the phone is dialing the contact, you will see the Holding screen.

4. When your contact picks up the ringing call, you will see this message:

If the call is not picked up, you will hear a double beep and see the error screen (Fig. 1). The caller will then be reconnected to your phone (Fig. 2).

Fig. 1

Fig. 2

Transferring calls to speed dial numbers safely

1. With an active call on the line, press . The call is put on hold, and you will see the dial screen.

2. Press Safe T and then the speed dial key . While the phone is dialing the number, you will see the Holding screen.

3. When the speed-dialed party picks up the ringing call, you will see this message.

If the call is not picked up, you will hear a double beep and see the error screen (Fig. 1). The caller will then be reconnected to your phone (Fig. 2).

Fig. 1

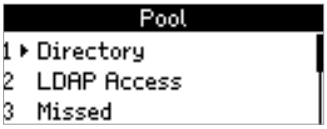
Fig. 2

Transferring calls to Contacts safely

1. With an active call on the line, press . The call is put on hold, and you will see the dial screen.

2. Press Safe T.

3. Press Pool to open the Pool menu, then 6 to open your list of Contacts. Use ▲ / ▼ to scroll to the contact you want.



4. Press . While your phone is calling the contact, you will see the Holding screen.

5. When your contact picks up the ringing call, you will see this message:

If the call is not picked up, you will hear a double beep and see the error screen (Fig. 1). The caller will then be reconnected to your phone (Fig. 2).

Fig. 1

Fig. 2

Transferring calls to Directory lookups safely

1. With an active call on the line, press ⊶. The call is put on hold, and you will see the dial screen.

2. Press Safe T.
3. Press 🕮 to open the Directory search. Enter the name of the person you want to transfer the call to.

> **Note:** You can switch to letter mode to enter the name, but you do not need to. If you want to look up "Steve", for example, entering "78383" in numeral mode will yield all names with combinations of the letters on keys PQRS 7 TUV 8 DEF 3 TUV 8 DEF 3.

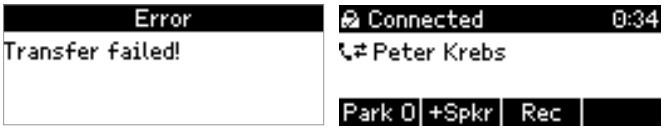
Enter the characters in quick succession. Once you have entered at least three characters, the search will start as soon as you pause. To narrow down the list of names presented to you on the display, enter more characters. Use ▲ / ▼ to scroll to the name you want.

4. When the right name is highlighted, press ✓.

5. Press ✓. While your phone is calling the selected number, you will see the Holding screen.

6. When the callee picks up the ringing call, you will see this message:

If the call is not picked up, you will hear a double beep and see the error screen. Then the caller will be reconnected to your phone.



Transferring calls directly to Voicemail

When an incoming call is ringing, press to transfer it directly to your VoiceMail.

Parking calls and retrieving parked calls

This feature will park your current call on the park orbit of the Lync server where it can be retrieved by anyone who is connected to the network and who has the parked call's retrieval number.

Parking calls

1. Press Park O to park your current call in the park orbit (Fig. 1). The display then informs you of the retrieval number (Fig. 2).

Fig. 1

Fig. 2

2. Pass the retrieval number on to the person who is intended to retrieve the call.
3. When the call has been retrieved from the park orbit, your phone will be notified of the retrieval and the person/account who retrieved it. You can also look up the information in the call history (see "Looking up parked calls" on page 49).

Retrieving calls

Calls parked in the park orbit are retrieved by dialing the pound/hash key and a number. When a call is parked in the park orbit, the phone who parked the call receives a message with the retrieval information. This information must be passed on to the person who is to retrieve the call.

1. You have been informed that a call is waiting for your retrieval from the park orbit and that the retrieval number is **#810**.
2. Dial **#810** on the phone's keypad (Fig. 1, below). You will briefly see the message that you are calling the park service (Fig. 2, below) before you are connected to the parked call (Fig. 3, below).

Fig. 1

Fig. 2

Fig. 3

Unretrieved calls ringing back

When a call has not been retrieved within the time specified on the server, the phone who parked the call will receive a ringback.

- If you receive a ringback and you pick up, the call is retrieved from the park orbit and you are reconnected to the caller.
- If you receive a ringback and the call is not picked up or forwarded, the call will be unparked and dropped (Fig. 1). The call is shown as dropped in the call history of parked calls (Fig. 2) and also added to the list of missed calls (Fig. 3).

Fig. 1

Fig. 2

Fig. 3

Looking up parked calls in call history

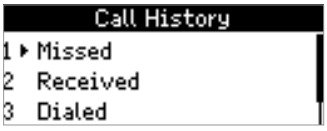
See "Looking up parked calls" on page 49.

Call history

The call history sorts the phone's calls into four categories. Three of them - missed, received and dialed calls - are stored locally on the phone until the phone's values are reset. The fourth category, parked calls, is stored on the Lync server until the server's next reset.

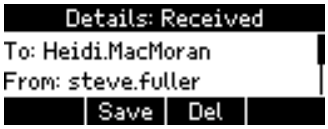
Looking up missed, received, and dialed calls

1. Press CHist to open the **Call History** menu.
2. Press the number key to open one of the submenus:
   - Press 1 to open the list of **Missed** calls;
   - Press 2 ABC to open the list of **Received** calls;
   - Press 3 DEF to open the list of **Dialed** calls;



3. Use ▲ / ▼ to select individual callers.

   - Press Del to delete the selected call or entry.
   - Press Clear to delete the entire list.
   - Press × to return to previous screen.
   - Press ESC to return to the idle screen.
   - Press Detail to show the details of the selected call.



   - Details of missed calls: To, from, time, missed (total number from the same caller)
   - Details of received and dialled calls: To, from, time, duration
   - From the **Details** screen, press Save to add the caller to the phone's local directory.
   - Press Del to delete the selected call.

Looking up parked calls

The parked call history contains the calls you have parked in the park orbit since the last time you cleared the list. You can look up the call details on who called and when and who retrieved the call for each individual call on the list.

1. Press CHist to open the call history menu.
2. Press 4 to open the list of calls that you parked since the last reset of Lync and scroll to the call with ▲ / ▼.

3. From the **Parked** screen, do one of the following:
   - Press Detail to show the details of the parked call (whether it was retrieved (Fig. 1, below) or dropped (Fig. 2, below), who retrieved the call, and time and duration of the call).

Fig. 1

Fig. 2

   - Press ✓ to show who retrieved the call from the park orbit (Fig. 1, below); if the call was not retrieved, it is shown as dropped (Fig. 2, below).

Fig. 1

Fig. 2

   - Press Del to delete the selected call or entry.
   - Press Clear to delete the entire list.
   - Press × to return to previous screen.
   - Press ESC to return to the idle screen.

Hold

One call on hold

Press to put the ongoing call on hold. Held calls are indicated threefold:

- By the text on the display.

- By the slowly blinking line key (green LED).
- By the glowing call indication LED (red LEDs).

You can now:

- transfer the held call blindly or with prior announcement - see "Transferring calls" on page 30.
- receive and make calls and put other calls on hold.

Pick up the held call by pressing its line key or by pressing again. If the other party hangs up while on hold the call terminates on your phone as well, and the indicators are turned off.

Holding multiple calls

If you are in a call with one party and have one or more calls on hold or if there is more than one call on hold, you can switch back and forth between the active call and any call on hold, transfer calls, etc. The info bar and the status line will tell you how many total calls there are and which one you are connected to. Your input on the phone's keys will affect the call on-screen at the time, i.e., the call shown in the contact area of the display. Up to 12 simultaneous calls are possible.

Figures H-1 to H-3 show the phone connected to one call with two calls on hold; Figures H-4 to H-6 show the phone with three calls on hold and no connected call.

Fig. H-1

Fig. H-2

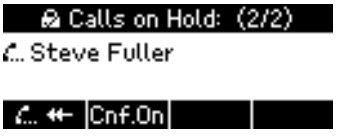


Fig. H-3

Fig. H-4

Fig. H-5

Fig. H-6

- Figures H-1 to H-3:
  - In Fig. H-1 the connected call is on-screen. Press to put the first held call on the screen.
  - In Fig. H-2 the first held call of a total of two (1/2) is on the screen. Press again to put the second held call (2/2) on the screen (Fig. H-3).
  - Press to scroll back to the connected call (Fig. H-2 and H-3).
  - When a held call is on-screen, press to connect to it and put the current connected call on hold.
- Figures H-4 to H-6:
  - In Fig. H-4 the first held call of a total of three Calls on Hold (1/3) is on-screen. Press to put the second held call on the screen.
  - In Fig. H-5 the second held call (2/3) is on the screen. Press again to put the third held call (3/3) on the screen (Fig. H-6). If there are more held calls, continue likewise.
  - Press to scroll back through the held calls (Fig. H-6 and H-5).
  - To connect to the held call currently on-screen, press .
- When the connected call is on-screen, you can terminate it by pressing .
- You can transfer the on-screen call, whether connected or held. See "Transferring calls" on page 51 for more information.

Conference - local conference on phone

In addition to the phone conferences and online meetings that you can set up, start, and manage via Outlook, you have the option to make spontaneous conference calls with two to four other phones; the maximum number of participants depends on the audio Codecs used by the phones connected in the conference.

Initiating a conference

1. Call the first intended participant and put him or her on hold.
2. Call the next intended participant and put him or her on hold. Continue likewise with the third and fourth participants, if applicable.
3. Press Cnf.On to start the conference.

Conference screen navigation

Your input on the phone's keys will affect the caller/callee(s) marked by ▶.

Example: A conference with three participants, including yourself. After you have pressed Cnf.On to start the conference, the names or phone numbers of the other three participants can be shown on-screen by scrolling to them with ▲ / ▼ .

Fig. 1

Fig. 2

Fig. 3

Speaking to one participant in private

1. Use ▲ / ▼ to select the participant (Fig. 2 and 3, above).

2. Press . You are now connected to the participant you want to talk to in private.
3. To return to the conference, press and Cnf.On.

Putting one participant on hold

1. Use ▲ / ▼ to select the participant (Fig. 2 and 3).
2. Press .
3. Press Cnf.On to return the held participant to the conference.

Dropping a participant

1. Use ▲ / ▼ to select the participant (Fig. 2 and 3).
2. Press × to terminate the connection to this participant.

Adding a participant

- Adding an incoming call:
  1. Press ✓ or the blinking line key to accept the call. The conference is put on hold.
  2. Press to put the new caller on hold.
  3. Press Cnf.On to restart the conference with all held calls.
- Calling a new participant:
  1. Press to put the conference on hold.
  2. Call the new participant.
  3. Press to put the new participant on hold.
  4. Press Cnf.On to restart the conference with all held calls.

Putting the conference on hold

- If one of the participants is marked by ▶, you must first scroll to the conference symbol.
- With the conference symbol marked by ▶ (Fig. 1, above), press . Technically, you are ending the conference; you will see the "Calls on Hold" screen (see "Holding multiple calls", Fig. H-4).
- To restart the conference, press Cnf.On.

Terminating the conference

1. With the conference symbol marked by ▶, press to put all participants on hold.
2. Select each participant in turn and press ×.

Call forwarding

Standard call forwarding means that incoming calls to your phone will not ring on your phone, but, instead, are forwarded automatically to another extension, external phone number, or your Voicemail.

Turning call forwarding on

1. Press CFwd to open the **Call Forwarding** menu.

   Note: If the CFwd key is not available, press ☰ 2 1.

2. Use ▲ / ▼ to select one of the options.
3. Press ✓ to turn on call forwarding for all options except **New Number**.

   If you have selected **New Number**, a new text window will open.

   a. Enter the number on the phone's keypad.

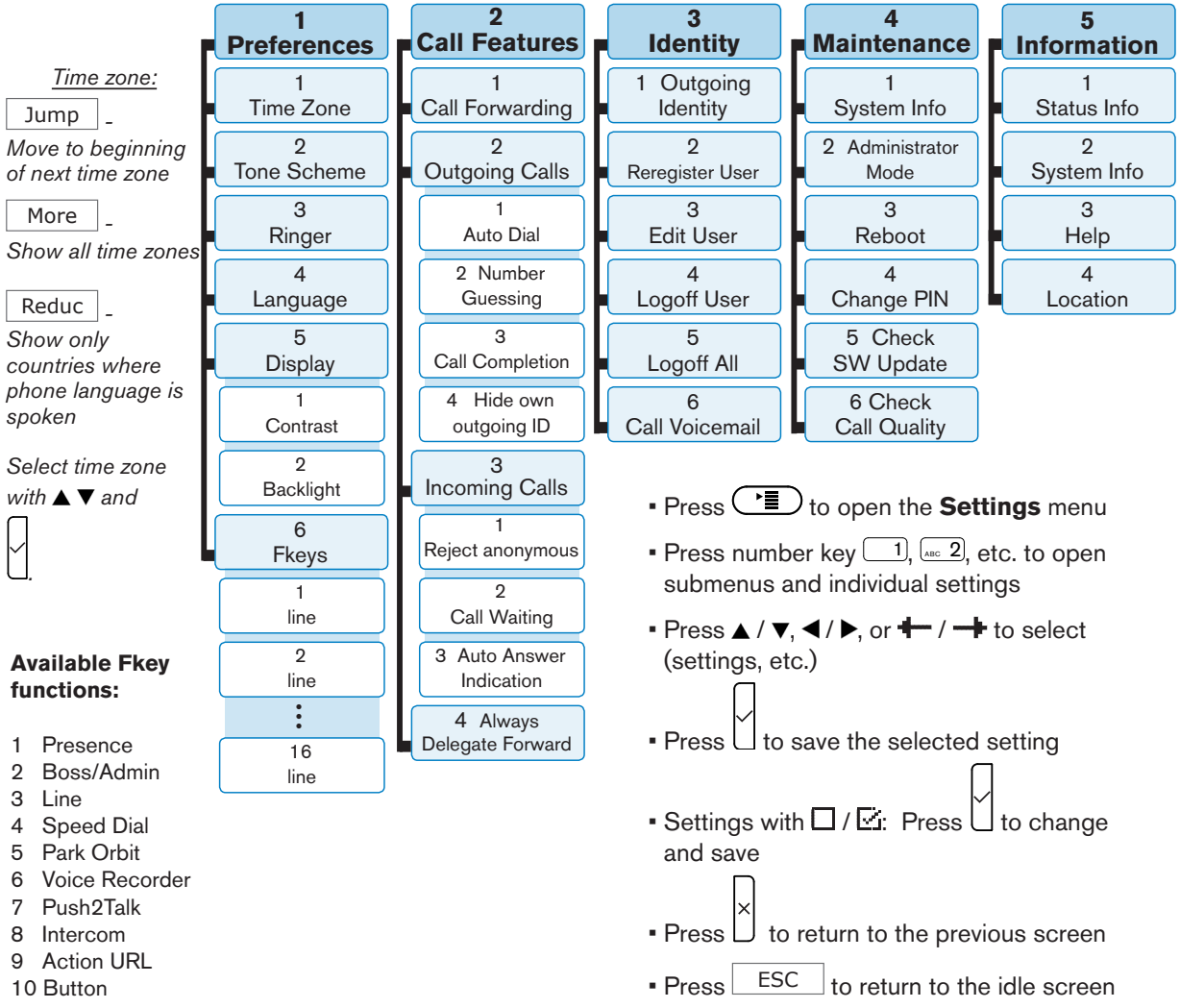
   b. Press ✓ to confirm the number and turn on call forwarding.

Turning call forwarding off

Press noFwd. If the noFwd key is not available, press ☰ 2 1 ✓.

Settings menu

At a glance



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